

I tried to order an On Demand program and received an error screen that said, "Unable to Process Request." What does this mean?

Last Modified on 11/27/2024 3:55 pm EST

The "Unable to Process Request" message occurs when the converter is unable to communicate with the On Demand equipment at SECV. Try rebooting your equipment by unplugging and plugging back in. If you continue to receive this message, contact your local office at 877.955.SEKV or [chat us](#) for further assistance.
